

## **KING COUNTY MENTAL HEALTH BOARD**

### **Quality Council**

Tuesday, May 23, 2006

**3:00 – 4:30 p.m.**

Conference Room 6A, Exchange Building  
821 Second Avenue, Seattle, WA 98104

#### **Members Attending:**

Ron Sterling, Steve Collins

#### **Members Absent**

Kali Henderson, Helen Nilon (chair), Eleanor Owen

#### **Staff Present:**

Debra Srebnik, Georgia Cortez

#### **I. INTRODUCTIONS**

#### **II. ANNOUNCEMENTS**

Ron Sterling reported that he will be leaving as the Chair position of the Mental Health Advisory Board at the June meeting. The new Chair may want to appoint new Chairs for Board Committees such as the Quality Council.

#### **III. APPROVAL OF APRIL MEETING NOTES (since no quorum was present, no vote was taken)**

#### **IV. QUALITY COUNCIL WORK PLAN**

Debra will revise the dates of the 2005-2006 workplan to 2006-2007 and it will be sent out for review at the June meeting.

#### **V. COMMUNITY FORUMS**

The focus of the forums this year will be "What is recovery and how should it be measured?" Helen sent a report that she is having some difficulty in setting up the forums, as King County seems to have multiple entities looking for feedback from these same groups at this time. One forum is scheduled at NAMI South King County for September. The South King County and Seattle NAMI forums still need to be scheduled. This should be done as soon as possible and not later than mid-summer to have input into the MHCADSD recovery transformation process.

The Council recommended that Helen coordinate with Perry and Eleanor on dates for the forums, introductory comments, and individuals who will be present for question/answer periods.

There was a summary report done on the last forums in 2004. Debra will follow-up on why this report and the case manager survey report aren't on the website yet.

**VI. MHCADSD QUALITY MANAGEMENT PLAN (handout)**

Discussion regarding (3.4.30.2.A) “5. Assure involvement of consumers and other stakeholders in quality management activities” took place. Perhaps this would mean that consumers need to be involved on the Boards and Committees. Two programs, Warm-Line Washington and the Whatcom Counseling Consumer Peer Advocate and Education Project show the involvement of consumers, were presented by Steve Collins.

Debra will get the Exhibit flowchart missing and relevant to the Management Plan to the Committee in June. (Appendix D)

**VII. MENTAL HEALTH REPORT CARD (handout)**

Consumer satisfaction data from collected by the state Mental Health Division, broken out for King County, could be added to the report card. This data is collected on adults and children in alternating years. The Quality Council would like to see report card data graphed from 2001 forward, and the outcomes section needs to have “total” numbers (N of each analysis).

Telesage consumer outcome surveys are not yet fully implemented by agencies and could be added to the report card when enough consumers are completing them. Further discussion will be held about the report card and how results are measured.

Adjourn 4:30 p.m.